

SOFTWARE Consortium

Our VALUES

1 We Are Here to Serve the Customer First

The customer is always right. *High Impact Consulting* teaches we must analyze where the customer is, before we suggest and make recommendations. As consultants, we make recommendations, the client makes the decisions. An excellent technical solution is not always the best business solution. We need the best business and technical solution. Our priorities are determined by keeping this value in mind.

2 Win-Win-Win

Stephen Covey says "Begin with the End in Mind". At Software Consortium this is "win for the client", "win for the employee" and "win for Software Consortium". When we do this, we will guarantee long term success for all of us.

3 Unconditional Acceptance

As demonstrated by our founder. It means accepting people unconditionally. There is nothing anyone can say or do that will mean that they are ostracized or criticized. We need to educate others about ourselves and who we are. We need to educate ourselves about ourselves. We each have strengths and weaknesses. We succeed by using each other's strengths to succeed. We focus on each other's strengths.

4 Open and Honest Relationships

Treat people like adults—tell them what they need to hear, not what is easiest for us to say. The most important thing is the long-term relationship. Conflict, when handled in a mindful way, makes the team and Software Consortium stronger.

5 Team Work

This means helping all of us to succeed. If one of us fails, we all fail. A sign of a healthy team is when people talk about others' accomplishments on the team, not their own. Tooting our own horn is not necessary when others on the team do it for us.

6 Don't Let Expenses Get Ahead of Revenue

Independence comes from being financially independent.

7 Skills Are Your Security

Information technology is our business and requires the leading edge skills for all of us to survive and prosper.

8 Competency

Skills are very important and must be recognized and developed. "Like" is not a basis for promotions or opportunity—having the right skills to do the job is what is important and gets recognized. "Emotional competency" is AS important as technical competency, and should also be cultivated and grown.

9 Life Long Learning

Learning technical, management and people skills is a life long process—it's a journey. Learning is never over.

10 Work Should Be Fun

If there is not a fun element, it becomes very hard to do work. Money should not be our focus—having fun, growing and learning should be our focus. Money will probably come—if we are doing all the right things. Laughter is a sign that we are having fun.

Our VALUES

11 Interdependent People

People cannot truly be independent—it takes each other to succeed. A sign of interdependency is sharing the work, doing for others, as well as for ourselves.

12 Do It Right the First Time

Doing things multiple times is not the answer. Do it once, twice on a bad day. Three times means that we need to look for a core issue that is preventing us from doing it right.

13 Operate from Abundance

There is plenty to go around, no need to operate from scarcity. Abundance means sharing information, sharing lessons learned, being open to coaching, helping others by coaching, cheering ourselves and others. It means that when one of us succeeds, we all succeed. When one of us fails, we all fail.

14 No Ownership of People

We do not "own" anyone. Each of us has multiple obligations, multiple dreams, aspirations, etc. We do not want to limit people in any way. Yelling and operating from fear are not what we are after. People should not have fear at work. People are free to pursue any outside interest, as long as it does not affect their ability to serve our customers.

15 Balance Personal & Professional Life

Forty to fifty hour work weeks should be the norm, not the exception. It's okay for people to not come to parties, happy hours, etc.

16 Life Long Friends

This kind of culture means that we will be close to other people. This means that we have the opportunity to form life long friendships.

17 Promote Creativity vs. Competition

The basis of our culture is the craft guilds of long ago—creativity, not internal competition.

18 We Give Credit Where Credit is Due

It is important to recognize individual accomplishments and give people the credit for what they accomplished. Creative ideas are what drive our business...remember whose idea it really was and give them credit. Nothing hurts a team more than somebody who takes credit for another's work.

19 Be Mindful of Others

We all have different challenges in life. Sometimes those challenges can put us in a place where we find it difficult to listen or to talk. When someone is acting out of character, remember to ask them what's on their mind and how they're feeling. When coaching, mindfulness is extremely important...the goal is success, this means being sensitive to the needs of others.

20 Cheering

We each have difficult challenges. Cheering each other on to success is a necessary part of the equation of success, in our individual and team endeavors.